

Privacy Notice for a Durham County Council consultation

1. Who we are and what we do

Durham County Council is responsible for services across the county such as: education, transport, planning, fire and public safety, social care for children and adults, libraries, waste management, trading standards, rubbish collection, recycling, Council Tax collections, housing and planning applications amongst others.

The Best Value Statutory Guidance means that we have a Duty to Consult representatives of a wide range of local persons including; representatives of council tax payers, those who use or are likely to use services provided by the authority, and those appearing to have an interest in any area within which we carry out functions. In addition, the Public Sector Equality Duty / Equality Act 2010 means that we have a responsibility to carry out an Equality Impact Assessment to help us to analyse our policies and practices to make sure we do not discriminate or disadvantage people by treating them less favourably because of their protected characteristic.

2. What type of personal information do we collect and how do we collect it?

We engage communities and other stakeholders to help us to develop plans and services. At times, we will also consult to help us with our decision making. As part of the consultation, we will ask people to provide us with equalities information about themselves to help us meet our duty. However, responses are optional.

We may also collect a post code if we need to know if there are any differences in views from different geographical parts of the county.

Therefore we may collect the following information:

- Age (for equality monitoring)
- Email addresses
- The contact address you provide to us (business or personal) – if you reply by post.
- Post codes or part of a post code

And the following special category data

- Equalities data including gender, disability, sexual orientation, religion or belief, ethnicity (optional responses)

How we collect Personal Information

We may collect your personal information through:

- Electronically through an online survey form
- Paper survey form
- Electronically if you contact us from an email address
- Face to face interview with an interviewer using a paper or electronic survey
- Letter response which you send us
- Electronically, using Eventbrite*

*Eventbrite is a booking system used to arrange attendance at virtual and face to face sessions. We will only collect name, organisation and email address at the booking stage.

3. What is our power to obtain and use the personal data?

Lawful Basis (Article 6)

c) processing is necessary for compliance with a legal obligation to which the controller is subject

e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;

And for special category data (Article 9):

b) processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law

j) processing is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with [Article 89](#) (1) based on Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject

4. What is your personal information used for?

- To comply with the Public Sector Equality Duty / Equality Act 2010
- To help us make informed decisions.

Personal information will be anonymised so individuals cannot be identified in reports or other publicly available information

5. Will your personal information be shared?

Anonymised data may be provided to relevant organisations such as partners, stakeholders or statutory bodies.

6. How do we keep your personal information secure?

The security of your personal information is important to us. This is why we follow a range of security policies and procedures to control and safeguard access to and use of your personal information.

Examples of our security for consultations include:

- Controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it
- Training for our staff allows us to make them aware of how to handle information and how and when to report when something goes wrong
- Regular testing of our technology and ways of working including keeping up to date on the latest security updates (commonly called patches)
- Paper responses are scanned into electronic secure systems and then destroyed.

7. How long will we keep your personal information?

After we consult, we have to keep your information as a business record to show how we have gathered the data to create a consultation report of findings.

The retention periods for consultation data is as follows.

- Five years after closure of consultation.

8. Is your personal information processed outside the European Economic Community?

We do not process your personal information outside the EEC, other than when utilising Eventbrite, based in USA, for arranging face to face and virtual consultation sessions.

9. Marketing (if applicable)

At no time will your information be passed to organisations external to us and our partners for marketing or sales purposes or for any commercial use without your prior express consent.

10. What are your Information Rights?

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the right to:

- have any inaccuracies corrected;
- have your personal data erased;
- place a restriction on our processing of your data;
- object to processing; and
- to request your data to be ported (data portability).

If you wish to exercise your information rights, please contact our Data Protection Officer at DPO@durham.gov.uk or alternatively write to DPO, Floor 4 Room 143-148, Durham County Council, County Hall, Durham, DH1 5UF

You also have the right to request a copy of the personal information council holds about you. To do this, you can apply on line or download an application form from the [DCC website](#) or you can contact the data protection team at dataprotection@durham.gov.uk

To learn more about these rights please see the [ICO website](#).

Further Information

Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the best standards to protecting your personal information. If something goes wrong with your personal information, or you have questions about how we process your data, please contact our Data Protection Officer at DPO@durham.gov.uk or by calling 03000 268050

If we have not been able to deal with your complaint, you can also contact the [Information Commissioner's Office](#):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow Cheshire
SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745

Fax: 01625 524 510